

## Dashboard Instrument Cluster

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### Pre-Service Check-In Form

Job #:

#### Client's Information:

Name: \_\_\_\_\_ Company Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Return Shipping Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_

How did you hear from us: \_\_Website \_\_Google \_\_eBay \_\_Amazon \_\_Referred By \_\_\_\_\_.

#### Unit (Instrument Cluster/ECM/ABS Module/Airbag Module, etc...) Information:

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ VIN No./Serial No. \_\_\_\_\_

Briefly explain the problems presented with the instrument cluster/ECM/Airbag/ABS Module, etc....:

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Would you like your Price before Repairing? ☐ Yes ☐ No

#### **SPECIAL REQUEST OPTION:**

Expedited Service 24hr turnaround me (\$200) some restrictions may apply. ☐ Yes ☐ No

DATE: \_\_\_\_\_ SIGN: \_\_\_\_\_

#### **Terms:**

**Shipping Responsibility:** Dashboard Instrument Cluster is not responsible for any damages incurred to the repaired unit during the shipping process. Every product is thoroughly documented with photographs or recordings upon arrival and before shipping out.

**Check and Diagnose Fee:** There is a fee of at least \$150 for the check and diagnosis of your repaired unit. However, if you proceed with the repair(s), this fee will be waived. Should you decide to discontinue with the repair(s) for any reason whatsoever after we have checked and diagnosed the cluster, you agree to pay at least \$150.

**Repair Approval:** Please be aware that if we contact you with the repair price and you do not respond, Dashboard Instrument Cluster will proceed with the repair without asking for your approval.

**Unpaid Invoices:** After 30 days of unpaid invoices, ownership of your part will be transferred to our company. We retain the right to sell the part to recover the repair costs.

**Shipment Insurance:** Please be aware, standard shipping includes insurance up to \$100. If you need to insure your item to be equivalent to its real value, you need to pay an additional fee. Make sure to request from us to add insurance for your item on the way back to you. All standard shipments have an insurance fee of \$100. So, the compensation won't be higher unless the insurance was set to be higher.

**Contact And Response Time:** Please be aware that our office sometimes receives an unusual high volume of calls and hundreds of messages each day. If we are unable to answer your phone call immediately, please send us an email, and we guarantee a 100% response within 24 hours. And whenever time permits, we will also make every effort to return your phone call.

By signing below, I acknowledge and agree to the terms and conditions stated above. I authorize Dashboard Instrument Cluster to repair my instrument cluster for the above-mentioned terms.

Customer Name: \_\_\_\_\_ Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_